

**PERMANENT HOMELESS SHELTER
REQUEST FOR QUALIFICATIONS
SCOPE OF SERVICES**

INVITATION:

The City of San Diego is inviting interested parties to submit a statement of qualifications to develop and operate a 250 to 500 bed permanent year round homeless shelter with services. The objective of the shelter is to provide a safe and warm environment where individuals may take advantage of appropriate treatment and services. The shelter will provide referral services to supportive housing and additional service programs.

The statement of qualifications should include the respondent's organizational structure and its capacity to develop, implement and operate a homeless shelter. Respondents must detail their experience in developing a shelter, knowledge of funding sources and experience in the operation of successful homeless service programs. Respondents should highlight their ability to work in a collaboration that includes both public and private parties as well as local government agencies.

FACILITY & LOCATION:

Housing has been identified as the most important of all services to be provided at the shelter. Therefore, it is expected that the permanent facility will need at least 250 beds with the potential to increase to 500 beds.

Respondents should include their preferred option for locating and developing the permanent facility. Options may include, but not be limited to:

- Locating the permanent shelter in the downtown area in a City owned facility, leased to the successful respondent;
- Locating the permanent shelter in the downtown area on a site owned and developed as a permanent shelter by the respondent or by a team established by the respondent.

Responses should include a description of the facility proposed in sufficient detail so that an evaluation can be made of the physical design and set up of the proposed facility.

OPERATION:

The response to the Request for Qualifications should include a comprehensive plan for the operation of the homeless shelter. Sufficient information should be provided so that an evaluation can be made of the following:

- Respondent's ability to enter into agreements with service providers and to manage and monitor the provision of supportive services by providers;
- Proposed staffing to manage and operate a shelter facility;
- Breadth of services that are proposed to be offered at the shelter. Respondent should provide a layout plan to demonstrate where services will be located in the proposed facility.
- Required services include:***
 - Food services (kitchen & dining area)
 - Bathrooms & showers
 - Intake and reception area
 - Outdoor protected patio area
 - Telephone & voicemail
 - Mental health counseling
 - Information & referral
 - Housing & housing assistance
 - Outreach
 - Case management
 - Medical clinic
 - Common area
 - Storage
 - Staff space including lounge/restrooms
 - Security
- Proposed additional services may include:
 - Clothing
 - Benefits assistance
 - Employment services
 - Veterans' assistance
 - Transportation assistance
 - Psychosocial assessments
 - Recovery assistance
 - Senior services
 - Parenting skills classes
 - Adult education & vocational classes
 - Children's activities
 - Legal aid
 - Support groups
 - Dental services
 - Life skills classes
 - Household goods & food distribution

The respondent should identify any services that may share space, e.g., dental services may use the medical clinic area.

REPORTING & MONITORING

Each respondent will submit a description of the reporting system that will be used to develop required reports. The system must track, at minimum, the following data on a daily basis:

- Gender
- Ethnicity and racial origin
- Age and date of birth
- Sources of income and amounts
- Special needs
- Disabilities
- Veteran status
- Prior living situation
- Single or Family
- Chronically homeless status

For adults who leave the shelter:

- Date of leaving
- Reasons for leaving
- Destination
- Sources and amount of income at exit
- Length of stay in shelter
- Services provided

Required reports will include, but not be limited to:

- Daily report that includes the number of adults and children utilizing the shelter each day;
- Monthly report that compiles the daily data;
- Semi annual report that includes a summary of the daily/monthly counts and the services provided;

***Documents used to create this Scope of Services and to which respondents should refer for additional clarification include:

- 1) Plan to End Chronic Homelessness (September 2006)
- 2) PTECH Intake Committee Report (February 2008)
- 3) Chronic Homelessness Summary & Recommendations (R. Ortiz, January 2008)

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